The Kidnaping and Murder of Robert Arthur Wiles

Presented by The Wiles Task Force

FBI Case 7A-TP-70884

FDLE Case LA-73-0642

PCSO Case 2008-071799

LPD Case 2008-28958

PREFACE

- Robert Arthur Wiles was last seen on April 1, 2008, at his place of employment, National Flight Services in Lakeland, Florida
- On April 3, 2008, Robert's father, Tom Wiles, received the second of two ransom demands alleging that Robert had been kidnapped
- Stobert "Toby" Holt, Robert's co-worker, was the last person to see Robert alive
- Robert has not been seen or heard from since the evening of April 1, 2008, and is presumed dead

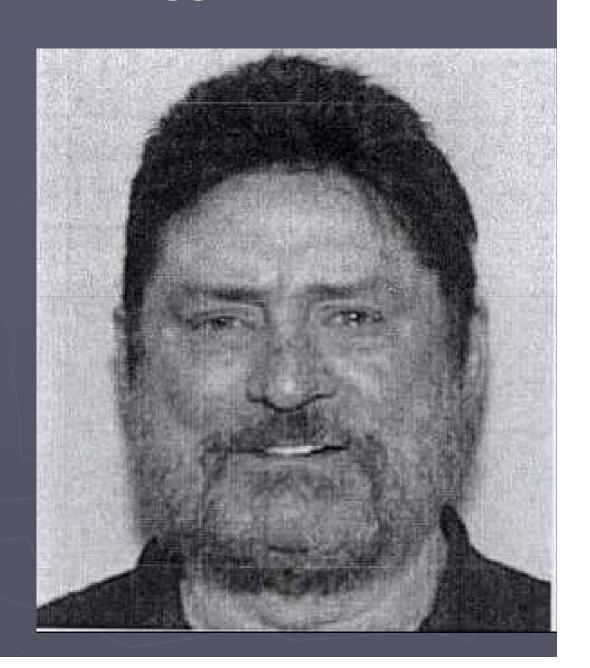
VICTIM

- Robert Arthur Wiles was 26 years old when he disappeared
- Robert was employed at his family's business, National Flight Services, at the Lakeland-Linder Airport
- Robert was a college graduate and licensed pilot, and started his career at NFS as an intern in 2005
- Robert was single and lived alone in an apartment in Lakeland
- Robert dated several women, but did not have a steady girlfriend
- Robert was an avid fisherman who owned his own boat



Tom Wiles

- Father of Robert Wiles
- Owner of National Flight Services
- Purchased the business in 1972
- Received two ransom demands alleging Robert had been kidnaped
- Recently separated from his wife



National Flight Services

- National Flight Service (NFS) provides aircraft maintenance, charter services, flight training and flight line services
- ► NFS corporate headquarters is located in Ohio, with office locations in Texas, Florida and Canada





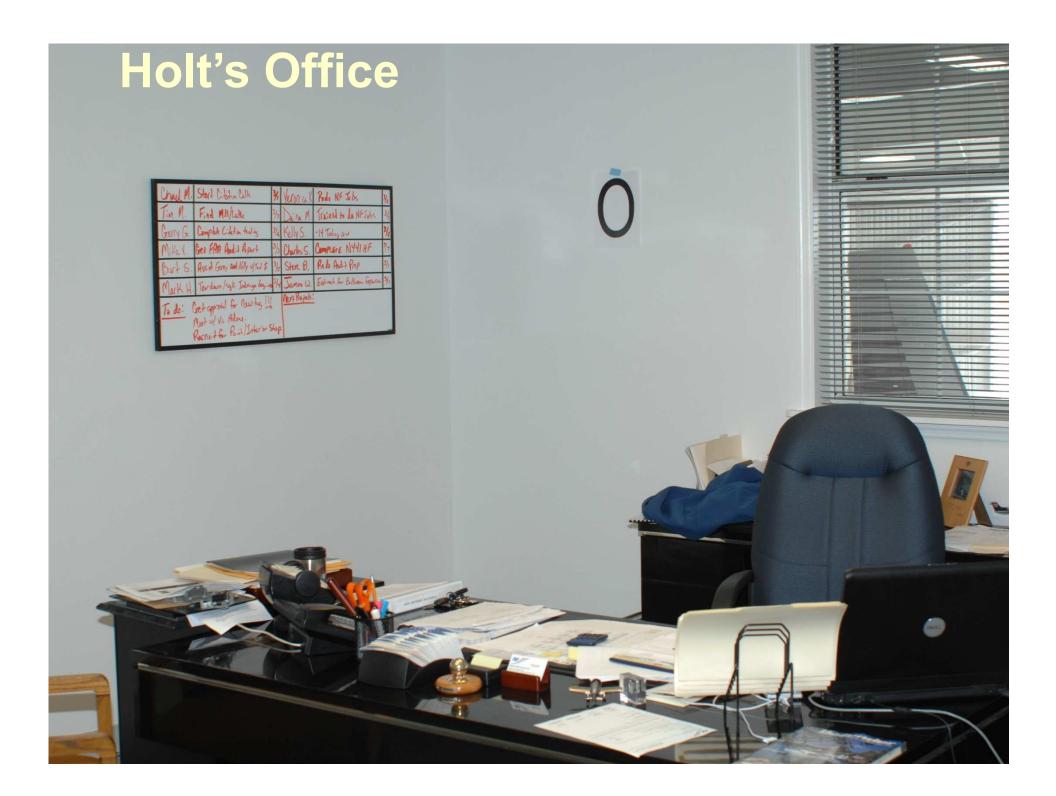
National Flight Service Lakeland-Linder Airport











Stobert "Toby" Holt



- ▶ 42 years of age
- Married
- No children
- Numerous girlfriends
- High debt load—living beyond his means
- No criminal history
- Currently employed by DynCorp in Cocoa Beach, Florida, on Patrick Air Force Base

Holt's Inner Circle

WIFE Beverly Holt

WORK

Chad Mountcastle









Mike Valdez



GIRLFRIENDS



Bridget Beard



R.



Christina Baum



Fatima C. Lacayo



Joy Phothirath



Rebecca Reeves

Tyler Witherington Lakeland, FL (Minor)

.....and others.....

Discord in the Office

- Holt was the Operations Manager at National Flight Service, Lakeland
- Holt was employed at NFS-Lakeland since October 2004
- ► Holt cultivated a circle of co-workers at NFS who were loyal to him
- Holt created a work environment at NFS where he was able to manipulate customer contracts to benefit him financially

Discord in the Office

▶ Based on e-mail messages sent between Holt and Robert, and forwarded to other NFS employees, it appeared that Holt and Robert often disagreed over business decisions and how contracts were being billed

From: Mike Converse

Sent: Thursday, March 06, 2008 11:34 AM

To: Toby Holt

Subject: RE: Registration Information

Toby, Tim Meyer & Dave Stine will be attending this. Tim because he is our TC rep and Dave because I want a sales person there to try and get some OH work from other service centers

From: Toby Holt

Sent: Thursday, March 06, 2008 11:54 AM

To: Mike Converse

Subject: RE: Registration Information

Tracking: Recipient Read

Mike Converse Read: 3/6/2008 12:15 PM

I agree... Tim thanks you for sending Dave instead of Robert... TH

From: Toby Holt

Sent: Mon 3/24/2008 1:16 PM

To: Mike Converse

Subject: FW: Collier Country Mosquito Control -6 Engine Over-torque in our shop

Can you get Robert to let Veronica do her job without constant direction from him? He needs to let things go once they are here and let Gerry and Veronica handle it.

Toby

Discord in the Office

During NFS staff meetings, unbeknownst to Robert, the topic of transferring Robert from the Lakeland office was often discussed. In turn, Holt solicited NFS employees for negative criticisms in regards to Robert's business practices at NFS, and the perception Robert created that he would one day be the "heir to the throne"

From:

Toby Holt

Sent:

Tuesday, March 04, 2008 3:12 PM

Tr:

Larry Lowry

bject:

FW: preliminary info per your request

Importance:

High

Regarding Robert... TH

From: Kelly Shortt

Sent: Tuesday, March 04, 2008 2:13 PM

To: Toby Holt

Subject: preliminary info per your request

Importance: High

Toby:

What immediately comes to mind.

Negative Observations:

Does not utilize organization chain of authority

Assigns tasks/deadlines even though he is not a positioned supervisor

Operates in "blue light special" mode... His tasks are always priority... to him

Usurps management by doing the aforementioned.

Distracter to shop workflow

My Impression is he does not communicate/coordinate effectively or at all with departments

Thanks for your continued support,

KELLY A. SHORTT

From: Toby Holt

Sent: Monday, March 10, 2008 4:11 PM

To: Mark Hornby Subject: notes...

Mark,

I know you are very bust but please don't forget to get a list of the concerns we spoke of to Larry as soon as you can.

Thanks,

Toby

From: Mark Hornby

Sent: Tuesday, March 11, 2008 6:35 AM

To: Toby Holt Cc: Larry Lowry

Subject: RE: notes...

Sorry about that, got side tracked

- The inability to prioritize, what is more important, spending 3 days having a guy look at junk parts to buy or having that same guy clocked on to revenue producing jobs, that are currently in house with customers waiting.
- 2. Insufficient communication with customers, did the customer really know what was exactly involved with a compressor refurb and 10N conversion and even though we say compressor refurb did he realize that to get to the compressor you have to go right through the hot section??? Sometimes we get to a point in a job where we need customer approval to go beyond the intended workscope ie compressor damage, I think the engineer that was here Friday relayed that info much better because by Monday I had approval to enter the compressor. Still waiting on word about the one quote we did give to JV air, follow up with this guy would be nice so I can plan.
- Insufficient communication with employees/leads, I often have to find out about pet projects when I ask
 Kelly for a wheel sheet or log report and he has been working on another assignment that was given to him
 that I didn't know about, not to mention looking high and low for Manny and finding him translating sales
 calls.

Hope that helps

Mark

Discord in the Office

Holt viewed Robert as a threat to Holt's "business as usual" at NFS

From: Robert Wiles

Sent: Wednesday, March 26, 2008 2:33 PM

To: Toby Holt

Cc: Mike Converse; Veronica Knight; Chad Mountcastle

Subject: RE: Quotes

Toby,

Attached is the only quote I have out on the aircraft you asked for.

This is all I have for Dominic:

Paint: \$31,195.00 (includes painting and silk screening of avionics panel)

Interior: \$64,015.00 (we outsource for this... other interior shops will have a tough time

matching the quality our interior guys offer)

Dual Cable Mod: \$6,554.76 (was \$7,400- this includes the kit, but not installation- this kit is priced

as it would be directly from Beechcraft, so I don't think the Rose prices reflect labor)

New labor price for cable mod \$2,581.96 (was 2,650) Stainless Steel Fasteners: \$3,755.46 (was \$4,200)

All quotes were done with Chad's help.

Robert

From: Chad Mountcastle

Sent: Wednesday, March 26, 2008 2:40 PM

To: Toby Holt

Subject: FW: Quotes

I assure you I didn't help him reduce any costs and you have the e-mail to prove it.

Chad

From: Robert Wiles

Sent: Wednesday, March 26, 2008 2:54 PM

To: Toby Holt

Cc: Mike Converse; Chad Mountcastle

Subject: RE: Quotes

Don't point at me... they were prices approved by Chad.

Chad and I had that conversation with James and he said go for it because it didn't have rivets. Please get your story straight before accusing me.

Robert A. Wiles

Business Development Manager National Flight Services 3480 Airfield Drive West Lakeland, FL 33811-1240

office: 863.648.1648

cell: 321.693.0785

email:robertwiles@nationalflight.com

www.nationalflight.com

From: Robert Wiles

Sent: Wednesday, March 26, 2008 3:08 PM

To: Toby Holt

Cc: Mike Converse; Chad Mountcastle; Tom Wiles; Larry Lowry

Subject: RE: Quotes

I agree this isn't "fair" to James and thanks for throwing me under the bus after knowing about this. We should have figured out our cost some time ago and educated our people on it.

There are several options that go with each paint job and we need to have that information figured out.

What prices did we see from Frank's aircraft and Giles's aircraft? Including the cost of their tickets?

This information is not new to you or Chad. I would urge you to pay more attention- the next time I hear Chad tell me "we'll make it up on body-work," I'll make sure to include you in the conversation.

Robert

From:

Toby Holt

Sent:

Wednesday, March 26, 2008 3:29 PM

To:

Robert Wiles

Cc:

Mike Converse; Chad Mountcastle; Tom Wiles; Larry Lowry

Subject: RE: Quotes

Tracking: Recipient

Read

Robert Wiles

Mike Converse

Chad Mountcastle Read: 3/26/2008 3:29 PM

Tom Wiles

Larry Lowry

Read: 3/26/2008 3:50 PM

Chad quoted this very aircraft in January and we decided on \$38,000. I was not informed about lowering the quoted price. As far as what the other Merlins cost us to paint all anyone has to do is ask. We can print that out easily. The quote for Frank's paint was at \$34,750 and that was tied to an interior job as well. I did not like that price but Frank was a long time customer who also did the interior work here. That job had skinny margin at that price. He has also brought in several other jobs so I let that go. The main point is that Chad asked me first. The paint shop margin issue is not a new one either. Chad always shows me those quotes before they go out and gets my buy-in if there is something different than the norm. I do not like being blind-sided by lower than standard quotes and did not intend to throw anyone under the bus. I guess I am just surprised and a little upset about not being consulted about something that I am ultimately responsible for. I would suggest that we have a standard price sheet for all aircraft sizes to quote from (lets include James in that process). This way if we have a price shopped that is doing more than just paint or our shop is thin on work we may be able to adjust the price, otherwise we should let the Foster's paint them

Toby

Message2940	
Subject:	RE: Airframe Quotes
From:	Mike Converse
Date:	3/27/2008 8:41:34 AM
To:	Robert Wiles

Message Body

I never heard the "hate" word used. I know that they don't like anyone interferring with the way things are run down there, thus the negative reactions. Ever since my first trip down there I have had many conversations about the situation with Toby and Chad only. My hope was to make them understand that all your suggestions were aimed at improving the organization and that you all needed to work as a team to achieve the goal. Instead it's become a battle ground and people seem to want to choose sides and it's a finger pointing situation. It's not a healthy situation at all and it will destroy the Lakeland operation and maybe other locations. I think about the situation daily and I'm frustrated because I don't have the answer. If they were all useless, it would be a no-brainer. I don't think that is the case. It's a work relationship deal and things won't get better unless everyone is working together and has each other's trust and respect.

Larry and I have many conversations about this as well and we don't have the solution. Maybe we are looking at this the wrong way. Maybe the answer lies in your hands and what you do will either make it improve or get worse. How about playing it cool until you and I are together in Venezuela where we can talk face to face. You need to have faith in me and let me help you through this situation. My goal is the health of the company and we all need to have the same vision.

Regards

Coach Mike

From: Robert Wiles

Sent: Thu 3/27/2008 6:51 AM

To: Mike Converse

Subject: RE: Airframe Quotes

That sounds good to me...

I think this is a stunt to keep Toby's boy, Chad. I went out for a beer with Pete (he works in our paint shop) on Tuesday night and he mentioned that Toby, Chad and Veronica HATE me. He told me that when we were in the DR, Toby and Chad told the other employees (during production meetings) that I was giving stuff away and that I didn't know what I was doing. Pete doesn't go to the meetings, but his supervisor (James) does... Thanks to Pete, I was able to see this coming and I'll copy you on all the email back and forth to Chad if you'd like. On all the emails to these customers, Chad was copied... sometimes Toby.

Toby came into my office about 5pm last night and apologized. He said that he had just gotten the financials for last quarter and they were crap, so he's not cracking down.

Monday, March 31, 2008

Robert left NFS at 8:00 AM and traveled to JV Air in Fort Lauderdale, Florida to meet with representatives from JV Air, and to transport fuel controls back to Lakeland. Robert arrived back at NFS at approximately 11:30 PM, placed the fuel controls inside the main building, and used his code to activate the building alarm. Robert was alone during the entire trip, and was driving the company van.

- ▶ 7:00 AM A neighbor saw Robert leaving his apartment, driving his black Chevy truck
- ➤ 7:30 AM Robert picked up his dry cleaning at Executive Cleaners, Lakeland
- ▶ 10:00-11:00 AM NFS employee Gerry Grieff discussed work related issues with Robert in the hangar area. Grieff noted Robert acted normal, and did not appear stressed out.
- ► 1:00 2:00 PM NFS employee Burt Springer saw Robert at the parts shop as family members brought Springer his lunch

- ➤ 3:00 4:00 PM Grieff discussed status of broken main entrance gate #6 with NFS employee Tim Meyer. Meyer told Grieff he called airport security to report the broken gate.
- ▶ 3:18 3:28 PM Holt sent a text to girlfriend Beverly Vowles and advised he was "not going home tonight"
- ▶ 3:36 3:47 PM Holt made 5 outgoing calls in succession to 4 local gun shops (Patriot Arms in Brandon; The Gun Shed in Lakeland; Confidential Firearms in Seffner; and Shoot Straight Sports in Tampa)

- ➤ 3:30 4:00 PM Meyer left to cash an expense check in preparation for a business trip to Santo Domingo. Prior to leaving, Robert hand delivered contact information for customer in Santo Domingo to Meyer. Meyer exited the property through the broken main entrance gate #6.
- ► 5:00 PM Grieff and Holt moved their vehicles from behind the building to the outside of gate #5. Grieff drove by Robert's truck, which was parked in its usual spot, behind the building and within the fenceline. Neither Grieff nor Holt contacted Robert about moving his vehicle outside of gate #5.



Robert Wiles' Truck



- ▶ 5:01 PM Holt called Meyer and asked if Meyer would be returning to NFS. Meyer thought Holt's call was unusual since Meyer had a key to the building, and his own alarm code.
- ► 5:18 PM Grieff clocked out of NFS, and drove by Holt's BMW parked outside of gate #5
- ▶ 5:30 PM Meyer returned to NFS, parked near the north entrance door, and was met at the door by Holt. Meyer said Holt "shadowed" him, in that Holt tried to keep him in the front area of the hangar. After Meyer clocked out, Holt helped Meyer load some technical equipment into his vehicle, which Meyer considered unusual that Holt was that helpful.



Unusual Behavior

- ▶ 6:10 PM Meyer clocked out via the time clock located under Robert's and Holt's offices
- Meyer said Holt appeared nervous, and Meyer wondered why Holt was still at NFS at that time. According to several NFS employees, Holt routinely left NFS by 4:30 PM
- When Meyer left, he noticed Holt's and Robert's vehicles were the only vehicles still parked at NFS, although he never saw Robert



Tim Meyer

Tuesday, April 1, 2008

- ▶ 6:15 PM An e-mail was sent from Robert's work computer to <u>david@atlanticag.net</u>, one of Robert's customers
- ▶ In the e-mail, Robert mentioned he would be out of town until Saturday, and would contact "David" upon his return the following Monday
- ► Robert was scheduled to attend a trade show in Dallas, Texas. NFS representatives had purchased a Southwest Airlines ticket, and Robert was scheduled to leave from the Orlando International Airport on April 2, 2008, at 7:00 am. and return on April 5, 2008.

From: Robert Wiles

Sent: Tuesday, April 01, 2008 6:15 PM

To: david@atlanticag.net

Cc: Toby Holt; Kelly Shortt

Subject: Commander -5 information

Hello David and Alex,

I just received the engine information from N127AA. The wheels look like they have plenty of time remaining- our engine inspector, Kelly is going to look over the wheel sheets and let me know if he has any recommendations for you at this event. I will be out of town until Saturday, but will have you a quote with a competitive price on Monday. All of our maintenance comes with a TWO YEAR WARRANTY on parts and labor and we do offer several options with the HSI such as a compressor refurbishment (which adds up to 60hp per engine) and the strip and paint of magnesium components (which protects from corrosion in tropical, salt air climates).

Thanks for the opportunity and I'll be in touch!

Very best,

Robert

Tuesday, April 1, 2008

- ▶ 5:50 PM 6:24 PM Holt exchanged text messages with Bridget Beard and Adria Harris (cell tower data indicated Holt was at NFS, as cell towers were normally activated when on, or near, NFS property)
- ► 6:52 6:56 PM Robert's expense report was scanned to a PDF file and e-mailed to the NFS Corporate Office
- ► 6:59 PM Robert sent an e-mail to David Finley of Turbine Air Systems, a customer whom he intended to meet in Dallas at the trade show. Finley was in charge of scheduling social events for attendees of the trade show, and inquired whether Robert played golf.

Message0002	
Subject:	Golf Outing
From:	Robert Wiles
Date:	4/1/2008 7:06:00 PM
To:	dfinley@turbineair.com
Message Body	

Hello Mr. Finley,

Thank you so much for the fax and your hospitality!

I got everything and it looks like I'm set for Friday, however, I did forget that I don't have a golf club carrying case to bring my clubs on the airline with me. If right handed ,rental clubs are available, count me in! If not, please don't go out of your way too much- I'm content enough being a part of the Prop 2008 events!

Thanks again for everything and I look forward to meeting you!

Very best regards,

Robert

Message3012		
Subject:	Aircraft Turbine Services - David Finley	
From:	Robert Dodd	
Date:	4/1/2008 11:43:53 AM	
To:	Dave Stine; Larry Lowry; Mike Converse; Robert Wiles; Ron Heenan	
Message Body		

Dave,

Spoke with Finley on that call to us. He has the 511M for sale. This first pair is off of their a/c and they have worked out some "good deal" with Rob Richardson for "0" TSO's to replace them.

Removed 511M's are approx. 900 hours remaining. Asking \$ 65K each exchange for 2 cores that are can be overhauled. Or, \$ 135K each outright purchase.

Removed 511M's that are approx. 3400 & 3500 TSO with 150 hours TSHSI & 50 hours TSHSI completed by EAM. Asking \$ 155K outright or will consider exchange cores.

Robert,

David Finley asked who would be at the Prop 2008 this week. I explained that I was attending, but do to another show in Canada I will not be there this year. I explained that you will be there and we will booth. Explained this is your first Prop Show. He indicated they have a great Friday evening planned in their hanger with a band, food, drink, entertainment, etc. They have over 80 owners/operators attending plus vendors. He asked me if you played golf and I wasn't sure, so he asked me to have you call him. Dave is a good contact for you at the show and will be happy to help you get introduced.

Robert Dodd National Flight Services, Inc. 1160 Arion Parkway # 102 San Antonio, TX 78216 Tel: 210 495 1411

Fax: 210 495 1411

Email: RobertDodd@nationalflight.com

Tuesday, April 1, 2008

- The 6:59 PM e-mail was the last indicator of Robert being at NFS
- After Holt's last text message to Adria Harris at 6:24 PM, Holt did not use either of his cell phones until 8:35 PM, when he called his wife

HOLT'S TIME UNACCOUNTED FOR FROM 6:24 – 8:35 PM

Holt's Alibi for April 1, 2008

- ► Holt claimed to have last seen Robert at NFS between 6:00 6:30 PM, as Holt was leaving for the day. Holt contradicted himself during his meeting with Burt Springer on April 7, 2008.
- Holt claimed he left NFS and drove to Hooter's, arriving around 6:45 PM, where he stayed approximately one hour, had a couple of beers (Michelob Ultra), and paid with cash

Hooters 3437 South Florida Avenue, Lakeland



Surveillance video obtained from Hooters did not show Holt entering or exiting the business on April 1, 2008

Holt's Alibi for April 1, 2008

- Holt claimed he left Hooter's and drove around the parking lots of Lakeside Village and Lakeland Ale House looking for women. Neither establishment was crowded due to rain that night, so Holt proceeded to the Outback Steakhouse.
- Holt claimed he arrived at the Outback Steakhouse around 9:00 PM

Holt's Alibi for April 1, 2008

- ► Holt claimed he paid for his dinner with a credit card and left the Outback Steakhouse around 10:00 PM. Subsequent to an analysis of Holt's credit card accounts, and a hand search of all of the receipts from the Outback Steakhouse for the evening of April 1, 2008, no financial record could confirm Holt was at the Outback Steakhouse. Further, the waitress that allegedly waited on Holt, did not recall him being there that night.
- Afterward, Holt said he went to the Imperial Swan Hotel, where he rented a room for the night

Records which Refute Holt's Alibi for the evening of Tuesday, April 1, 2008

- ▶ 8:35 PM Holt called his wife (cell tower data recorded on cell tower located at 2812 Pipkin Road, behind NFS property)
- ▶ 8:41 PM Holt was connected to the Home Depot at 6335 South Florida Avenue by directory assistance (cell tower data recorded on cell tower located at 3915 South Florida Avenue)
- 8:54 PM Receipts obtained from Home Depot, 6335 South Florida Avenue, Lakeland, indicate a box of plastic sheeting and two rolls of duct tape were purchased with cash just before the store closed for the evening

Items Purchased at Home Depot April 1, 2008, at 8:54 PM

```
***Trans 3057 Reg 0007 Cashier LLC99Z
          6324 00007 30572 04/01/2008
                   11 LLC99Z 08:54 PM
SALE
SALES POSTING DATE: : 04/01/2008
                                  8.97
051131981546 DUCT TAPE
                                  8.97
051131981546 DUCT TAPE
070052002154 10X100 6MIL
                                 51.97
                                 69.91
                 SUBTOTAL
                                4.90
                 SALES TAX
                               $74.81
                 TOTAL
                                  80.00
                 CASH
                 CHANGE DUE
                                  5.19
```



10 ft x 100 ft 6 mil • 1000 sq ft (3.04 m x 30.4 m 152 µm • 92.9 m²) Net weight: 28.7 lbs (13.0 kg)

CAUTION: Do not allow children to play with this product. Plastic can cause suffocation.



COVER



INSULATION



VAPOR



PAINT PROTECTION

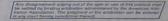


RECYCLABLE



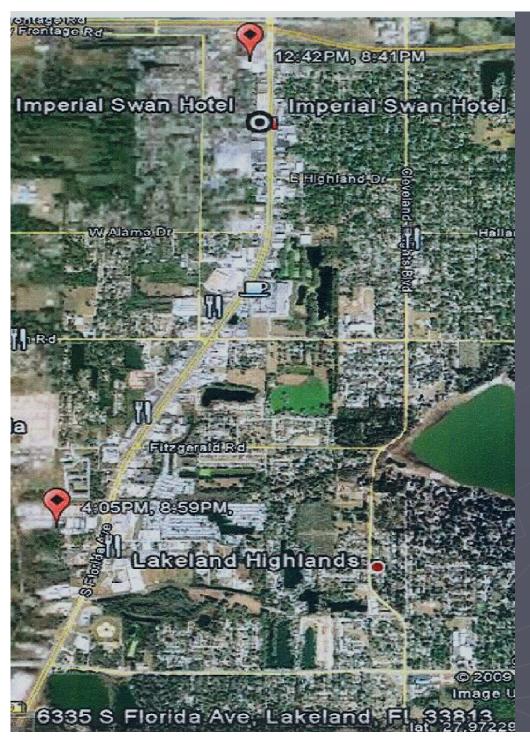
Poly-America 2000 W. Marshall Dr.

Grand Prairie, TX 75051 © 2007 Poly-America









- 8:41 PM-Holt's directory call to Home Depot, 6335 South Florida Avenue, is recorded by cell tower located at 3915 South Florida Avenue
- 8:54 PM-Purchase of duct tape and plastic sheeting at Home Depot
- 8:59 PM-Holt's directory call to the Imperial Swan is recorded by cell tower located at 760 Creative Drive
- On April 1, 2008, the Home Depot closed at 9:00 PM

Records which Refute Holt's Alibi for the evening of Tuesday, April 1, 2008

- 8:59 PM Holt was connected to the Imperial Swan hotel by directory assistance (cell tower data recorded by cell tower located at 760 Creative Drive, between Home Depot and Imperial Swan)
- ▶ 9:04 PM Holt checked in at Imperial Swan
- ▶ 9:13 PM Holt left Imperial Swan
- ► 11:58 PM Holt returned to the Imperial Swan for the night

HOLT'S TIME UNACCOUNTED FOR FROM 9:13 - 11:58 PM





G HISTORY 30.5% 15 10PS 30.5% 30 10PS 20.5% 20.858/847 M.REC PLAY Z098/04/91

MARINE BLAN Eb.5% 115 1168 (6.3) HPS 2.3 R538 R48 311.326 2008/04/01

CHØ7

REC PLAY 2008/04/01

86.5% 0.5 IPS 91.3% 60 IPS 20:04:56

REC 2008/04/01 86.5% 0.5 IPS 91.3% 60 IPS 20:04:58

REC 2008/04/01 86.6% 0.5 IPS 91.4% 60 IPS 20:08:54





REC PLAY 2008-04-01 86.8% 0.5 IPS 92.4% 60 IPS 22:57:39

Wednesday, April 2, 2008

- ▶ 7:00 AM Robert did not board Southwest Airlines flight #1090 from Orlando to the trade show in Dallas, nor did Robert pick up his rental car in Dallas
- > 7:43 AM Holt left the Imperial Swan Hotel and arrived at NFS shortly after 8:00 AM
- Analysis of cell tower data indicates Holt remained in the area of NFS, and continued his routine of telephone calls and receiving/sending text messages to his girlfriends

M.REC R.PLAY 2008-04-02

87.0% 15 IPS 94.0% 60 IPS 06:37:02

M. BEC PLAT 2008-04-02 34.12 60 I 60 IPS 06:38:07 HORES PLAN 2000 DAL DE 18°.182 15 1PS 34.182 68 60 IPS 06:38:29 M.REC PLAY 2008 04 02 87.0% 15 IPS 94.1% 60 60 IPS 06:39:06

Wednesday, April 2, 2008

Holt sent an e-mail to another NFS employee in regards to Robert, which was in direct contrast to previous e-mails.

From: Toby Holt

Sent: Wednesday, April 02, 2008 8:36 AM

To: Larry Lowry

Subject: RE: SOW's for UH-1N and Huey II

Tracking: Recipient Read

Larry Lowry Read: 4/2/2008 10:11 AM

Yea, things aren't bad right now. Robert his being pretty good and asking me to review quotes and talking about things before we put them in front of the customer. That is a huge improvement. Plus he is gone the rest of the week so that will give Veronica a break. He is that bad with her, but just annoys her some because he keeps directing her to do things instead of just letting her do them. She is just a little flustered over him doing that while she is training Kellie. It isn't bad though, like I said MUCH improved. He did go off and leave his truck parked pseudo-in-the-way though. I will talk to him about that when he gets back.

Wednesday, April 2, 2008

- > 5:16 PM Holt called NFS (cell tower data recorded by cell tower located at 2812 Pipkin Road, behind NFS property)
- ► 5:49 6:07 PM Holt exchanged calls/texts with Bridget Beard (cell tower data recorded by cell tower located at 4335 Highway 60, Mulberry-cell tower used while at NFS)
- > 5:59 PM A ransom demand was e-mailed to Tom Wiles from Robert Wiles' G-mail account

From: Rob Wiles <maverick2836@gmail.com>

Subject: Robert

Date: April 2, 2008 5:59:15 PM EDT To: <tomwiles@nationalflight.com>

We have Robert . If you hope to see him alive again you must follow our instructions without deviation!

1. Do not speak about this to anyone including family tell everyone Robert is ill

2. Do not contact ANY authorities or private parties

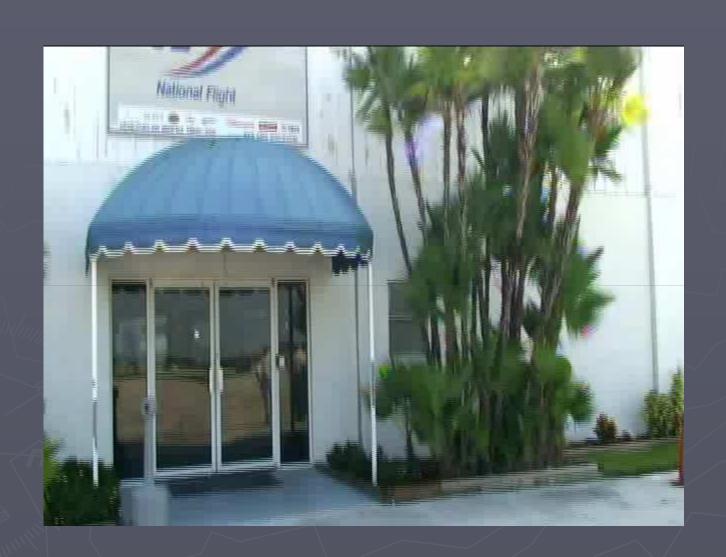
3. Obtain an item of luggage of the appropriate size and place in it \$750,000 in small unmarked untraceable bills.

4. Place the luggage containing the money in a plain cardboard box and ship it to your lakeland facility with detailed instruction that it is highly confidential materials for a special project that your son is working on. You should instruct someone you trust to place the box unopened in your son's office.

5. This must be completed by the evening of the 8th. NO EXCUSES! NO EXCEPTIONS!

Remember we are watching everything and if you think you can out smart us it will cost your son his life.

Group X



Wednesday, April 2, 2008

- ► 6:11 PM Holt's NFS code was used to activate the alarm at NFS
- ► 6:13–6:19 PM Holt called his wife (cell tower data recorded by cell tower located at 2812 Pipkin Road, behind NFS property)
- ► 6:26–6:28 PM Holt answered call from his wife (call begins on cell tower located 760 Creative Drive tower and ends on cell tower located at 4141 South Florida Avenue)
- ► 6:36–7:04 PM Holt sent/received 40 text messages—all recorded on cell tower located at 3915 South Florida Avenue (the area of Spice Thai & Sushi, Hooters, and Imperial Swan Hotel)

Wednesday, April 2, 2008

- ▶ 7:14 7:20 PM Holt sent/received five text messages (cell tower data recorded by cell tower located at 4335 Highway 60, Mulberry-cell tower normally utilized while on NFS property)
- ▶ 7:15 PM Robert Wiles' NFS code was used to deactivate the alarm at NFS
- > 7:18 PM Robert Wiles' NFS code was used to activate the alarm at NFS
- ▶ 7:29 PM Holt checked into the Imperial Swan Hotel
- > 7:35 PM Holt left the Imperial Swan Hotel

18°.12° D.5 118° 5B.12° 50 118° 18°25°43 REC PLAY 2008-04-02

187.182 D.5 HPS 3B.182 60 HPS 1882525255 REC PLAY 2008/04/02

167-182 15 1FS 3H-182 60 1FS 18827:03 M.REC PLAY 2008-04-02

REC PLAY 2008/04/02 87.1% 0.5 IPS 98.2% 60 IPS 18:29:04 REC PLAY 2008/04/02 87.1% 0.5 IPS 98.2% 60 IPS 18:29:06 11 87.1% 15 IPS 98.2% 60 IPS 18:29:57 M.REC PLAY 2008/04/02



100-100 115 1178 310-220 60 1178 1108311822 M.REC PLAY 2008/04/02

TRATETA BP-12 15 BPS
3B-22 69 BPS
18:31:25 M.REC PLAY 2008/04/02

Wednesday, April 2, 2008

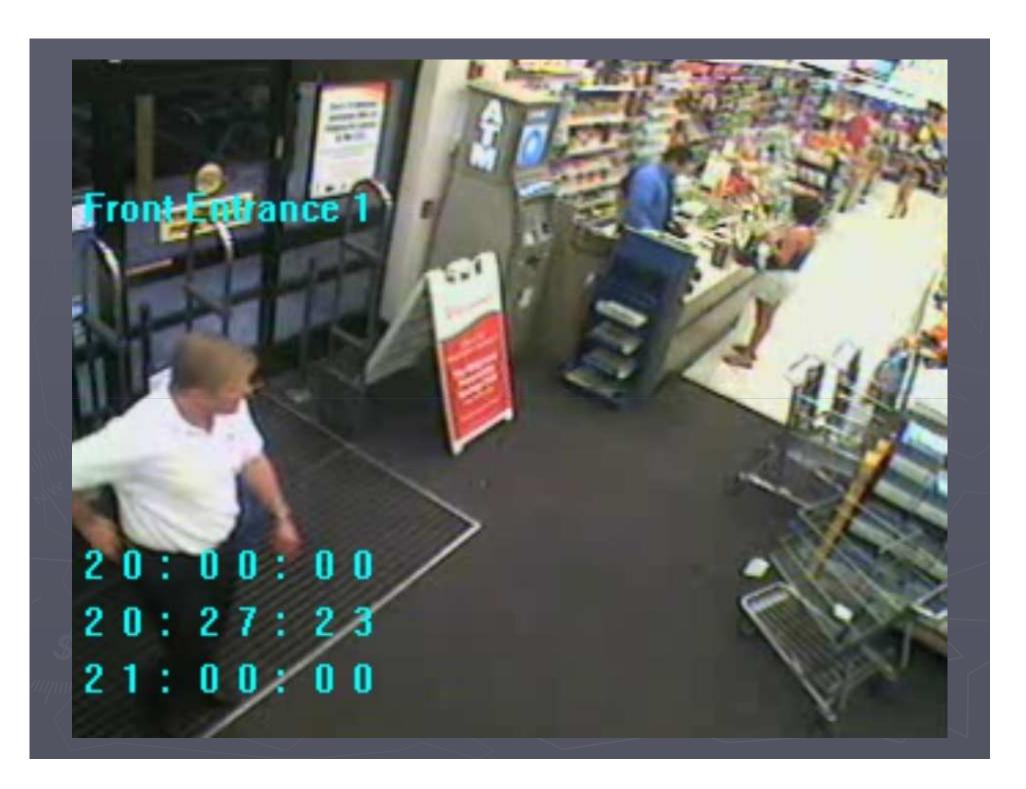
- ▶ 8:13 PM Holt said he ate at the Spice Thai and Sushi restaurant in Lakeland, and was able to provide the credit card receipt to corroborate his alibi (unlike the receipt for the Outback Steakhouse on April 1st)
- Holt made plans to meet
 Joy Phothirath at the
 Imperial Swan later that
 evening

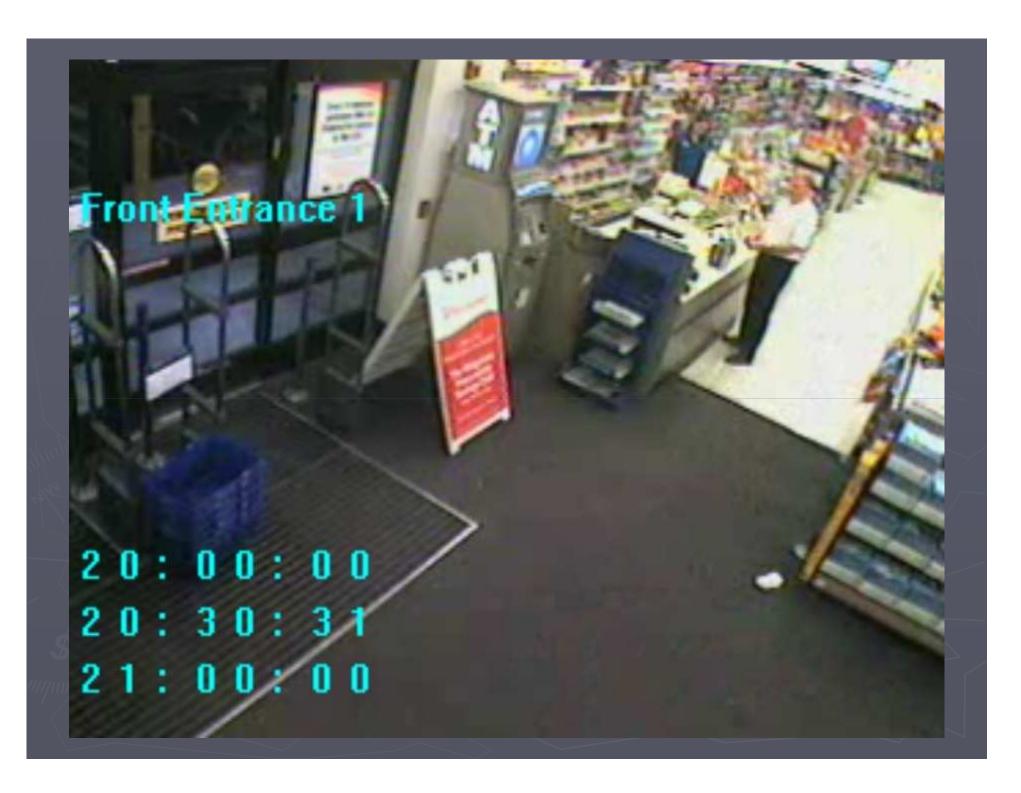
3615 S F	Thai and Su Torida Ave 1 nd, FL 33803
TERMINAL I.D.: MERCHANT # :	LK545836 008802941203
MASTERCA *********************************** SALE BATCH: 000851 DATE: APR 02, 0 RRN: 8094000967 AVS RESPONSE: 0	2 INV: 000010 8 IIME: 19:03 56 AUT H: 952052
BASE	\$17.55
TIP	\$
TOTAL STOBERT L HOLT	, 26.00
	CUSTOMER COOPY

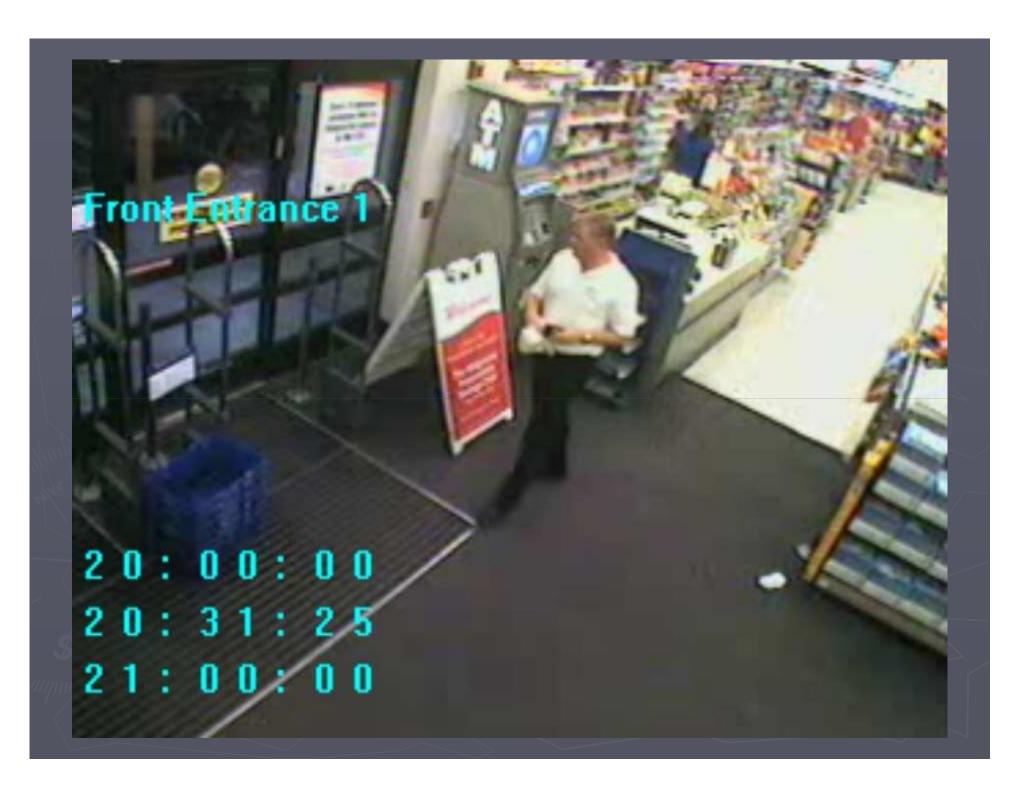
Wednesday, April 2, 2008

▶ 8:27–8:31 PM – Holt went to Walgreens, 4340 South Florida Avenue, just south of the Imperial Swan Hotel, where he purchased condoms

WALPG198 ELECTRONIC JOURNAL REPORT STORE: 04700 TIMEFRAME: 04/02 19:00-22:00 TERMINAL: 027	04/30/08 18:29 PAGE 1 OF 1
200 10 4053 04700 027	
F TRJ RIB CNDM 002260094750 1A	13.49
A=7% SALES TAX	.95
TOTAL	14.44
ACCT# 546386******0892	
DEBIT CARD 34.44 CHANGE	20.00
04/02/08 20:29:23 20:30:01	

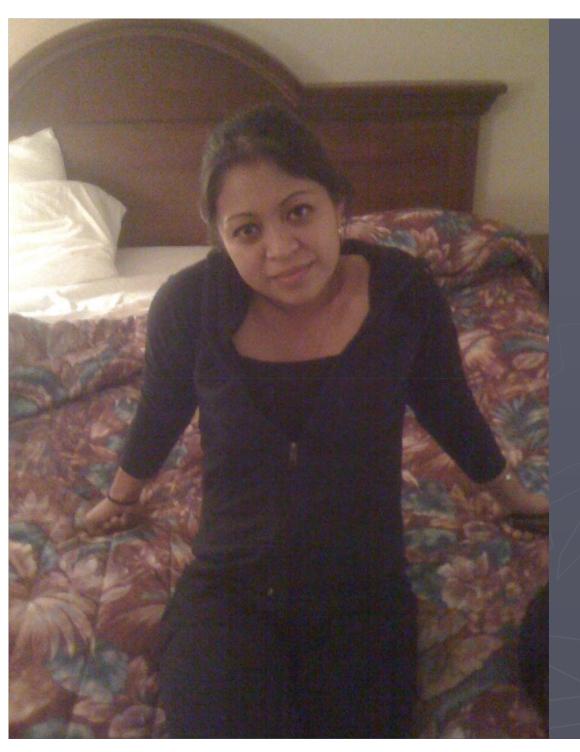






Wednesday, April 2, 2008

- After leaving Walgreens, Holt returned to the Imperial Swan Hotel (time undetermined video unavailable)
- ► 10:00 PM Joy Phothirath ended her shift at Spice Thai and Sushi, and met Holt at the Imperial Swan Hotel
- ► 10:19 PM In his hotel room, Holt took a picture of Joy Phothirath using his I-Phone



Photograph taken with Holt's I-Phone on April 2, 2008 at 10:19 PM

► 8:46 AM — Holt checked out of the Imperial Swan Hotel



- Holt worked at NFS during the day and kept to his normal routine
- ► 5:46 PM Robert's phone was used to call Tom Wiles (call recorded at cell tower located at 2812 Pipkin Road, behind NFS property)
- ▶ 5:47 PM A text message was sent from Robert's phone to Tom Wiles' cell phone

```
3212584245 03-APR-08 17:47:19 mosmsc[10] 3216930785

Not-Processed Received mr wiles I suggest you read your lakeland email if you ever want to see your son again. We can't imagine why you wouldn't answer a call from your son.
```

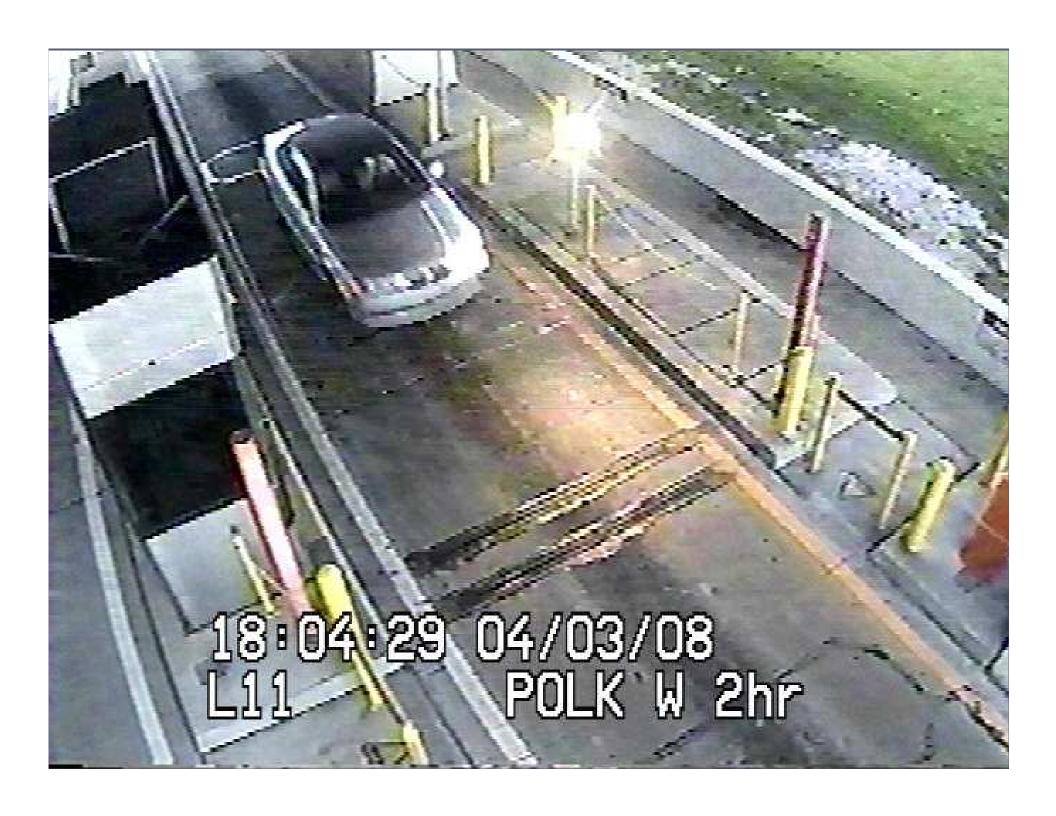
► 5:56 PM – Holt received a call from Gerry Grieff (call recorded by cell tower located at 2812 Pipkin Road, behind NFS property)

Following the second ransom text message, several calls were made from Robert's cell phone. Analysis of the cell tower data indicated that Robert's cell phone was traveling from Lakeland towards the Orlando area. When compared to cell tower data obtained from Holt's cell phones, information obtained from Holt's Sun Pass account, and toll plaza surveillance photos, it became apparent that Robert's cell phone had traveled the same route as Holt. Further, some of Robert's calls were being recorded on the same cell towers as Holt's calls.



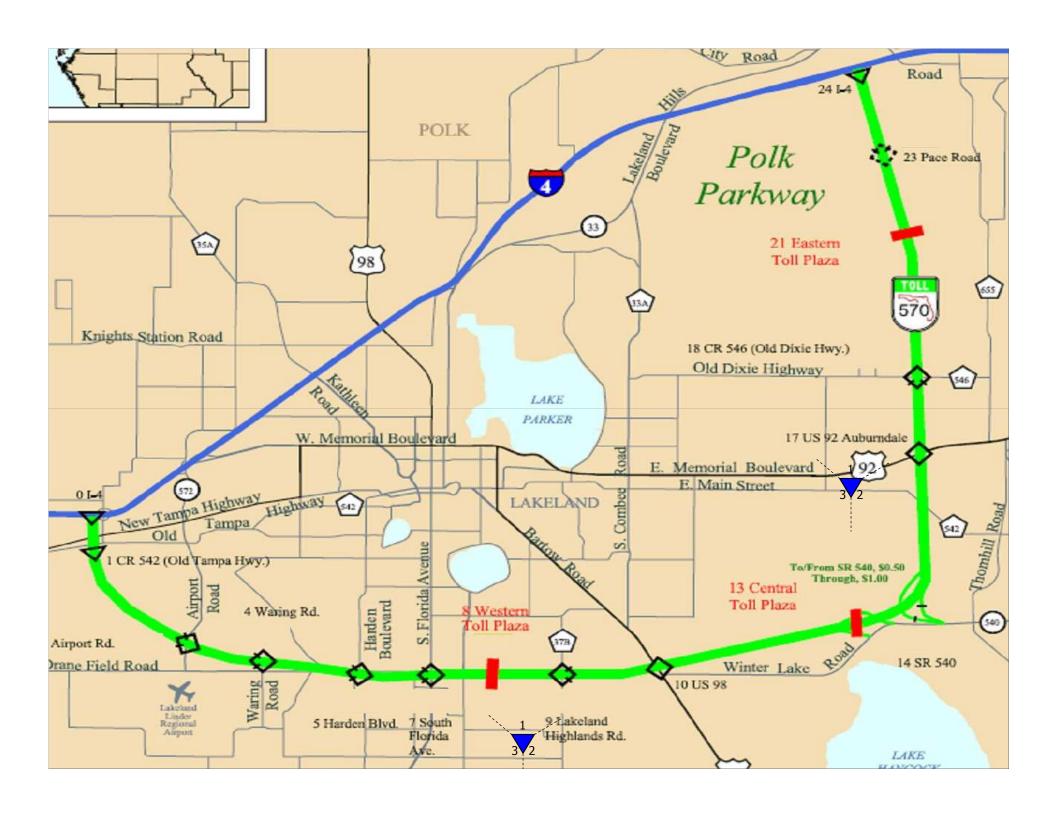


- ► 6:04 PM Holt traveled through the Western Barrier of the Polk Parkway
- 6:04–6:10 PM Robert Wiles' phone is used to access Robert's voice mail (call began on cell tower located at 2226 Peterson Road, Lakeland, and ended on cell tower located at 4345 US 92 East, near Auburndale)
- Note: Holt's cell phones were not active during this time period



Holt's BMW traveling through the Central Toll Plaza of the Polk Parkway at 6:09 PM





Thursday, April 3, 2008

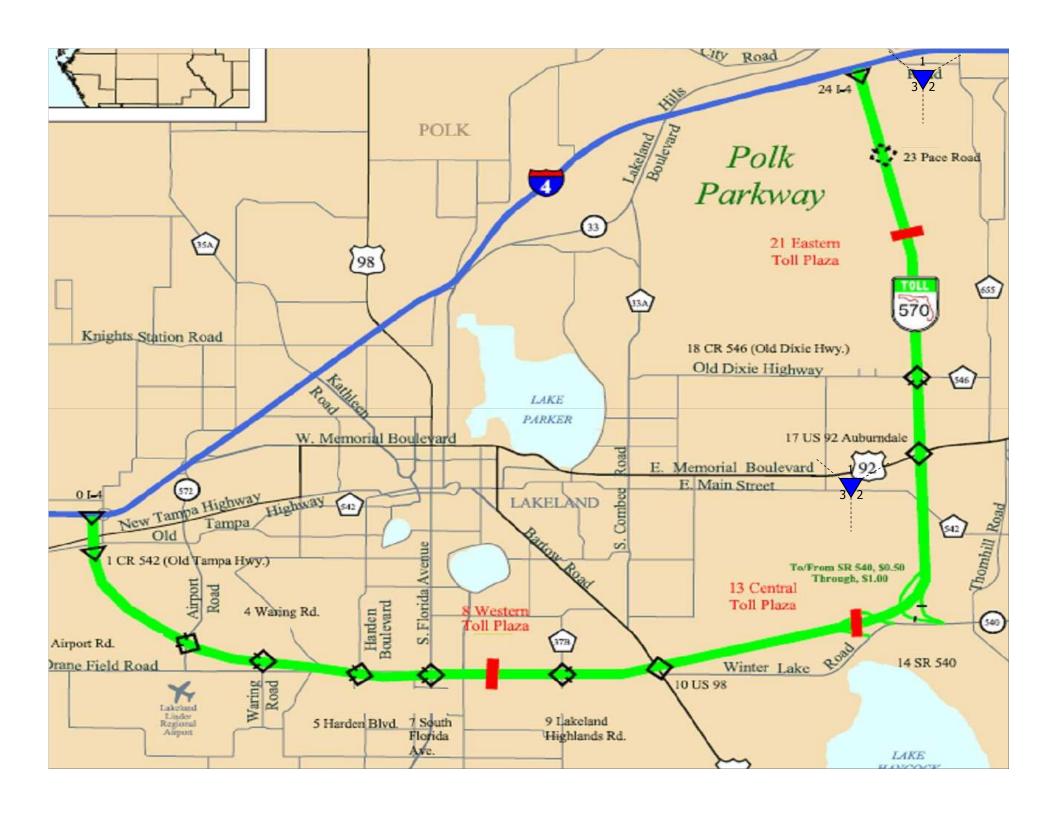
6:11–6:19 PM – Robert





- ▶ 6:11-6:19 PM Robert Wiles' cell phone is used to access Robert's voice mail (call began on cell tower located at 4345 US 92 East and ended on cell tower located at 5900 Mt. Olive Rd, Polk City)
- ► 6:18 PM Holt traveled through the Eastern Barrier of the Polk Parkway
- During an interview, Holt identified his vehicle in this photograph
- Note: Holt's cell phones were not active during this time period





- ▶ 6:19 PM Robert Wiles' telephone was used to call Thomas Wiles (cell tower data recorded by cell tower located at 5900 Mount Olive Road, Polk City)
- ➤ 6:24 PM Robert's phone was used to call Thomas Wiles (cell tower data recorded by cell tower located at 400 Orange Boulevard, Polk City)
- ▶ 6:31 6:32 PM Holt called Clearview Credit Union (call began on cell tower located at 400 Orange Boulevard, Polk City and ended on cell tower located at 10442 Old Polk City Road)

 ▶ 6:28 PM – Holt purchased gasoline at the BP Fuel Center, 1821 SR 559, Polk City, off of eastbound Interstate 4



WELGOME TO FIF FUEL CENTER 1821 SR 559 FOLK CITY: FL 35865 [E]:865-984-1918, FAX:863-984-2939 00008476418

Descri	OMDAIT.
CLUSTOMER CSFY> Frepay GA#04	50,00
Sub Total Tax	50.00 0.00
TOMA 5	0.00

STIE IN: 8476418 CUSTOMER COPY

Earn a 5% repate with the BP Visa Take spelication and Apply Today

> THANKS, COME AGAIN TRY THE DELICIOUS HOME COOKING IN DUR RESTAUKANT!

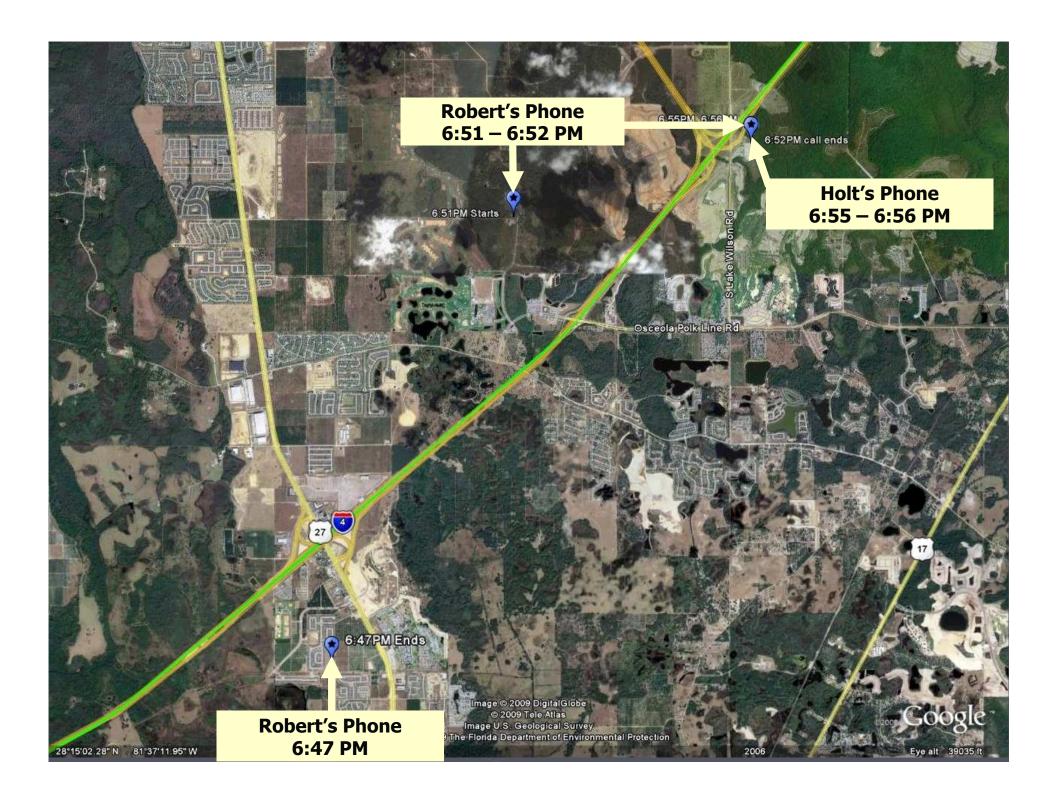
REGN 0002 DSHN 007 DRN 01 TRN 04/03/08 19:28:55



- ► 6:37 PM Holt sent/received two text messages from Bridget Beard (recorded by cell tower located at 10442 Old Polk City Road)
- ▶ 6:38:06 6:38:50 PM Robert's phone was used to call Tom Wiles (call began on cell tower located at 5900 Mount Olive Road, Polk City, and ended on cell tower located at 10442 Old Polk City Road)



- 6:47 PM Robert's phone was used to call Tom Wiles (call recorded by cell tower located at 2800 Minute Maid Ramp Road #2, Haines City)
- ► 6:51-6:52 PM Robert's voicemail was accessed from Robert's phone (call began on cell tower located at 8357 Tri-County Road, Davenport and ended on cell tower located at 733 South Old Lake Wilson Road, Kissimmee)
- ► 6:55- 6:56 PM Holt called his wife (call recorded by cell tower located at 733 South Old Lake Wilson Road, Kissimmee)



Holt's BMW traveling through the Celebration Station Toll Plaza of the Central Florida Greenway at 6:57 PM



- ► 6:57–6:59 PM Holt made/received a series of calls to his wife (calls recorded by cell tower located at 6153 West Irlo Bronson Memorial Highway, near Orlando)
- ▶ 7:00 PM Holt called his voicemail (call recorded by cell tower located at International Drive South/Disney Village)
- ▶ 7:01-7:02 PM Holt called his wife (call began on cell tower located at 14351 Apopka Vineland Road, Orlando, and ended on cell tower located at 14003 Egret Tower Drive, Orlando)
- ▶ 7:03 PM Holt drove through John Young Parkway toll plaza, and received a call from Bridget Beard (call recorded by cell tower located at 14300 International Drive South, Orlando)

- 7:06 PM Robert's phone was used to access Robert's voicemail (cell tower data recorded by cell tower located at 13105 South Orange Avenue, Orlando)
- ➤ 7:09 PM Robert's phone was used to call Tom Wiles, Tom answered and the caller hung up (cell tower data recorded by cell tower located at 13105 South Orange Avenue, Orlando)
- ▶ 7:10 PM − Holt drove through Boggy Creek toll plaza, Orlando

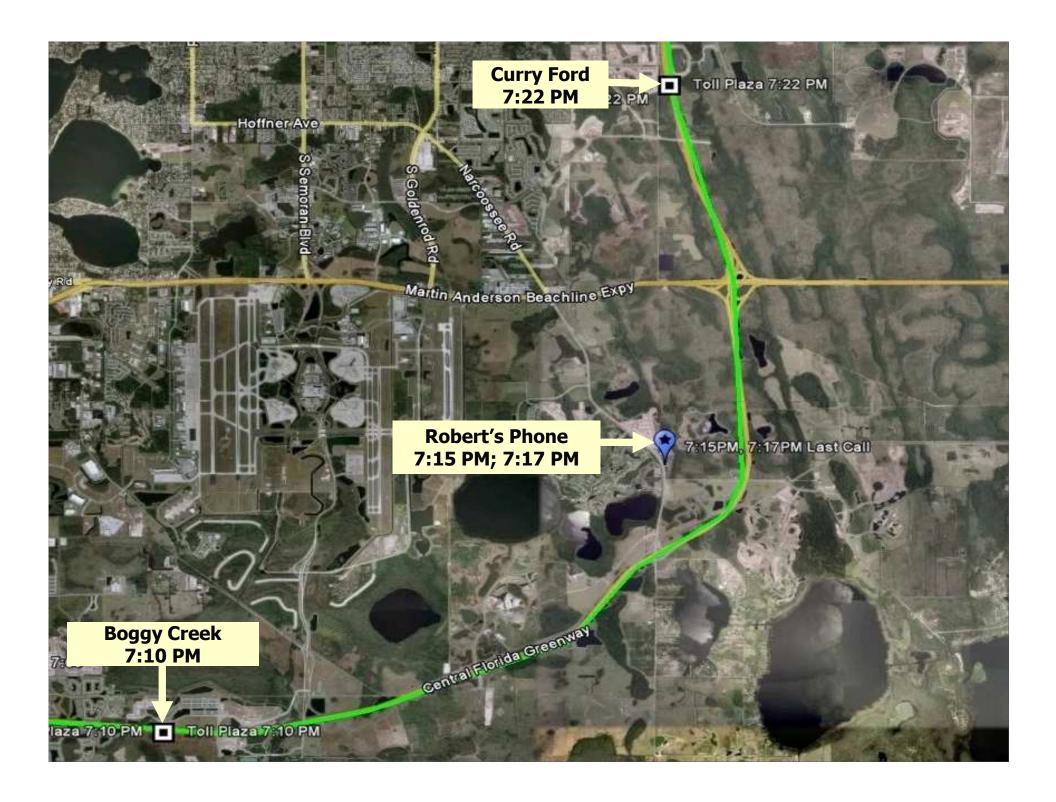


Thursday, April 3, 2008

► 7:15 – 7:17 PM – Robert's voicemail was accessed from Robert's phone (cell tower data recorded by cell tower located at 10301 Narcoosee Road, Orlando)

This was the last cell phone data sent and/or received from Robert Wiles' phone

▶ 7:22 PM — Holt drove through Curry Ford toll plaza, Orlando, FL



Thursday, April 3, 2008

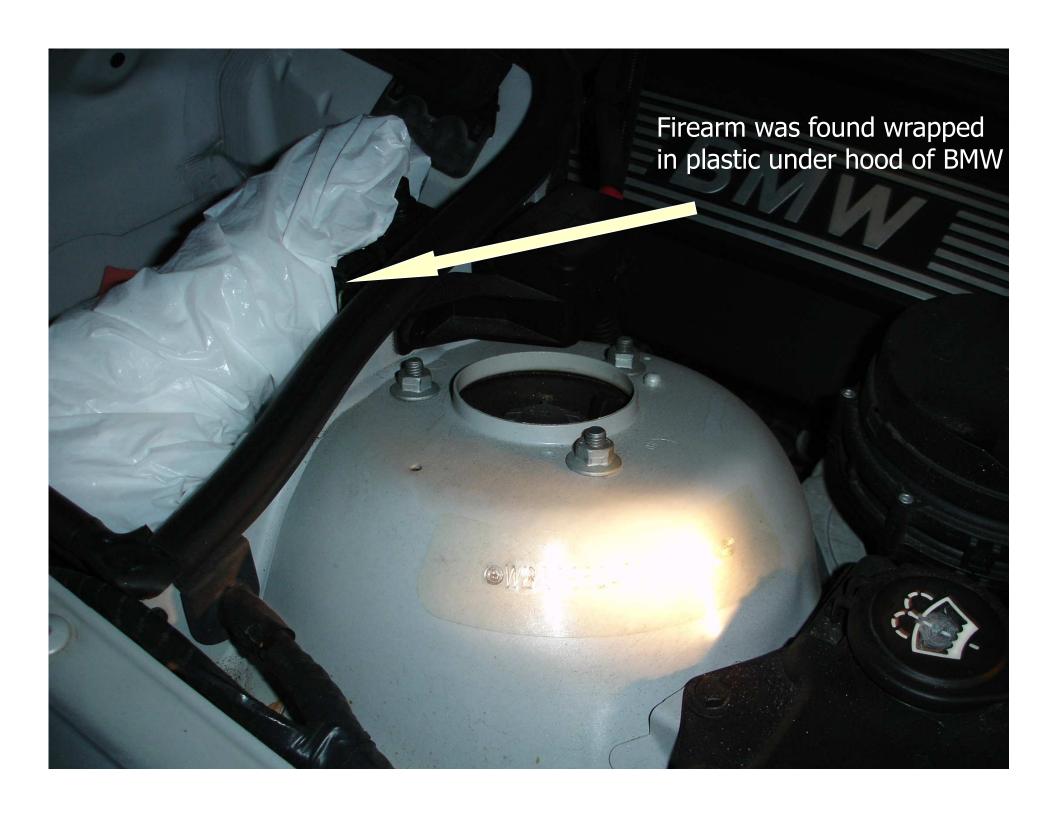
- ► Holt proceeded to Bridget Beard's house in Winter Springs, where he spent the night
- ▶ 8:00 PM Mike Converse (NFS Ohio) contacted local law enforcement in Ohio after being notified by Tom Wiles that Robert Wiles may have been kidnapped
- ▶ 10:00 PM Tom Wiles contacted the Toledo, Ohio office of the FBI
- ► 11:00 PM Toledo FBI Agents contacted FBI Agents in Lakeland
- Lakeland FBI Agents contacted Holt, who was designated as a "person who could be trusted" by Tom Wiles

April 10-11, 2008 - Interview of Holt

- ► Holt said the last time he saw Robert Wiles was between 6:00-6:30 PM on April 1, 2008, when he left the NFS Lakeland offices
- Holt admitted he owned several firearms that he kept secured inside his residence, and told Agents there were no weapons within his vehicle
- Holt gave consent to a search of his vehicle, and Agents discovered an unloaded .40 caliber Sig- Sauer handgun concealed in a bag and hidden in a compartment under the hood of Holt's BMW

Toby Holt's BMW





.40 Caliber Sig-Sauer Handgun found under the hood of Holt's BMW



April 15, 2008 – Interview of Holt

- Prior to advising Holt of the discovery of the gun on April 11, 2008, Holt told Agents he did not remember putting the weapon under the hood of his vehicle
- During an interview on April 15, 2008, Holt told Agents he kept the gun under the hood because he traveled to "some rough parts" of Miami
- Later in the interview, Holt told Agents the gun had been in his vehicle since January 2008, and he placed the gun under the hood in early April 2008

Receipts for Gun Barrel

- During his interview, Holt told Agents he only had one .40 caliber Sig-Sauer handgun
- On April 1, 2008, Holt made five calls to four gun shops, including Shoot Straight Sports, for an unknown reason
- Holt ordered an after market gun barrel for a .40 caliber Sig-Sauer on April 21, 2008, from Shoot Straight Sports, ten days after the .40 caliber Sig-Sauer handgun was found under the hood of his vehicle

Receipts for .40 Caliber Gun Barrel

- ▶ Holt received the gun barrel on April 25, 2008
- According to Sig-Sauer, and the Bureau of Alcohol, Tobacco, and Firearms (ATF), the original gun barrel from Holt's .40 caliber handgun would have a serial number stamped into the barrel, the slide, and the receiver, as the gun was manufactured in Germany. According to laws of Germany, gun barrels are considered firearms, and must have identification. However, Sig-Sauer handguns manufactured within the United States do NOT have serial numbers stamped on the barrels.

Cash Register Receipt

SALE

Stobert Holt Apollo Beach, FL 813-349-2210 Shoot Straight Tampa 3909 N. US Hwy. 301 Tampa, FL 33619 (813) 627-8550

Clerk: 04JG	Posted: 4/25/2008 5:34:43 PM	Tran #: 15135 R	eg#: 3			PAGE 1
Item#	Description		Price	Ship Qty	Ext Disc	Net Sale
34224637	SIG BARREL 229 40SW BLK	(189.99	1	0.00	189.99
DEPOSIT	DEPOSIT		-206.51	1	0.00	-206.51

Cash Register Receipt

SALE

Stobert Holt Apollo Beach, FL 813-349-2210 Shoot Straight Tampa 3909 N. US Hwy. 301 Tampa, FL 33619 (813) 627-8550

Clerk: 36RJ	Posted: 4/21/2008 5:25:41 PM	Tran #: 5231 Reg #: 4			PAGE 1
Item#	Description	Price	Ship Qty	Ext Disc	Net Sale
DEPOSIT	Deposit 40cal barrel for Sig 2	193.00	1	0.00	193.00
				Subtotal	193.00
				Sales Tax 1	13.51
				Total	206.51
				CASH	300.00

April 10, 2008 – Interview of Holt

- When presented with a map showing overlapping cell tower data between his and Robert's phones, and asked to explain the similarity, Holt said he couldn't offer an explanation
- Moreover, Holt said he had watched plenty of television and was aware that law enforcement could trace phone calls

April 10, 2008 – Interview of Holt

- Holt identified his vehicle from a toll plaza surveillance photo taken on April 3, 2008, at the Eastern Barrier of the Polk Parkway, and admitted that he was driving the vehicle
- Holt said Robert had never driven his BMW, and was not driving his BMW on April 3, 2008
- Holt said he did not have Robert's cell phone in his vehicle on April 3, 2008

Holt Meeting with Burt Springer

- On April 7, 2008, Holt summoned Burt Springer to his office for an impromptu meeting
- Although Holt supervised Springer, prior to this meeting, Holt had never requested a meeting with Springer, not even when Holt changed Springer's hours from the late shift to the early shift approximately two weeks prior to Robert's disappearance
- Note of the last saw Robert on April 1, 2008, between 6:00-6:15 PM, prior to leaving the office. Holt said the only employees left on the property that night were Holt, Robert, and Tim Meyer, and he left before Robert and Meyer

Holt Meeting with Burt Springer

- ▶ During the meeting, Holt called Veronica Knight, an NFS employee, and inquired what time Meyer departed on April 1, 2008. Springer learned from Holt that Meyer clocked out at 6:15 PM (NFS records indicate Meyer departed at 6:10 PM on April 1, 2008).
- It should be noted, Meyer is an hourly employee who is required to clock in and out, which produces a record of his work hours. However, Holt is a salaried employee, who is not required to punch a clock, and therefore, there are no records for verification purposes.

Interview of David Palmisano

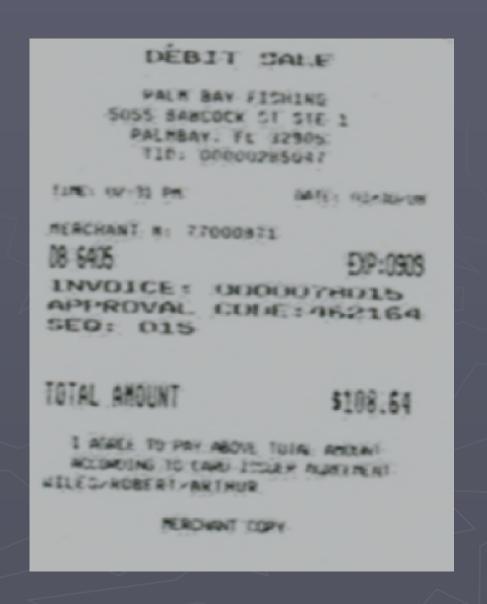
- ▶ Palmisano, a close friend of Robert's, attended the same church in Melbourne. According to Palmisano, Robert stayed at his house the weekend prior to his disappearance (March 29-30, 2008), and they had planned a fishing trip for the the following Saturday (April 5, 2008).
- On March 30, 2008, Palmisano said Robert purchased approximately \$100.00 worth of fishing bait for the trip, and they placed the bait into a freezer at the Melbourne Beach Volunteer Fire Department (where Palmisano was employed) for storage until the following weekend

Interview of David Palmisano

- After putting the bait in the freezer, they went to Honest John's Fish Camp where they washed Robert's boat, changed the oil and ran the engines in preparation for the fishing trip
- Palmisano noted that Robert was "stressed out" during the weekend. Prior to leaving, Robert told Palmisano he and a co-worker were not getting along, as the co-worker was "taking short cuts and going behind his back". However, Robert did not disclose the name of the employee to Palmisano.

Receipt for Fishing Bait

- According to analysis of Robert's credit card, a case of Ballyhoo (bait) was purchased for \$108.64 from Palm Bay Fishing Outfitters on March 30, 2008
- The owner of the store remembered Robert, and said he came into the store once or twice a month



- Investigative efforts to date have produced no evidence that Robert Wiles is alive:
 - Financial Accounts
 - Telephone
 - Friends, Family and Business Associates
 - Online Social Networking
 - Accounting of all Personal Items
 - Passport
- Data specific to Robert Wiles has been entered into several law enforcement databases used to track information on Missing Persons, and to date, no similar and/or matching information has been generated

- Toll plaza surveillance photos show Holt in a posture as if he is talking on a phone. Analysis of both of Holt's phones revealed no activity, however, cell tower data indicated Robert's phone was not only active, but traveling the same route as Holt.
- Analysis of cell tower data, and the lack of receipts and video surveillance refute Holt's alibi he provided regarding his whereabouts during the evening hours of April 1, 2008

- ► Toby Holt and Robert Wiles clashed over business practices at NFS, and these tensions came to head just prior to April 1, 2008, as evident by internal e-mails
- The author of the ransom demand note had an intimate knowledge of the infrastructure of the NFS Lakeland office, and NFS operational procedures
- Ten days after the handgun is found hidden under the hood of his car, Holt purchased an after-market barrel for the same caliber handgun

- On April 1, 2008, there are two periods of time that Holt is unaccounted for (6:24 PM-8:35 PM and 9:13 PM-11:23 PM), and there are no receipts, video surveillance, witness testimony, or cell tower data that can provide a valid location for Holt
- Subsequent to an independent review of the case by a multi-jurisdictional task force, investigators concluded that Toby Holt is the only viable suspect in this case

QUESTIONS?